

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SENIOR CLAIMS REPRESENTATIVE

DEFINITION:

Under direction, to perform the most difficult and responsible claims adjusting work related to the City's public liability, workers compensation, cost recovery, or other specialized risk management programs; to lead the work of other professional claims representatives; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Conducts the most difficult, complex, and sensitive investigations of workers compensation or bodily injury and property damage claims filed against the City;
- Performs cost recovery investigations regarding damage to City property or injury to City personnel;
- Leads the work of professionals and paraprofessionals;
- Performs special projects relating to legislative policy, department operations, or other matters of comparable difficulty and responsibility;
- Coordinates training programs and large projects;
- Interviews or corresponds with claimants, witnesses, physicians, and attorneys;
- Maintains monetary reserves;
- Reviews police and hospital records;
- On a scheduled or on-call basis, inspects scenes of accidents, takes photographs, and collects and preserves evidence;
- Evaluates property damage and bodily injuries to determine extent of the City's liability;
- Estimates settlement value if City liability exists;
- Negotiates with claimants in order to effect equitable settlements out of court;
- Recommends claim denials;
- Effects settlements within assigned monetary authority;
- Prepares comprehensive investigative reports;
- Represents the City in small claims actions;
- Performs projects related to the maintenance of the City's insurance portfolio; Assists in the preparation of cases for litigation;
- Attends industrial leave hearings and hearings of the Workers Compensation Appeals Board;
- Evaluates and rates disabilities;
- Performs related projects as assigned.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Three years professional experience in the investigation and adjustment of general and automobile liability, bodily injury, property damage, cost recovery, or workers compensation claims, which must include at least two years of experience handling claims covered by California law. Possession of a valid California Class C Driver's License.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.